# GOVERNMENT OF INDIA
# PETROLEUM AND NATURAL GAS
# LOK SABHA

UNSTARRED QUESTION NO:3581
ANSWERED ON:21.12.2015
Tamper Caps for LPG
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**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

(a) whether any proposal to introduce tamper proof caps for LPG cylinders to stop the supply of underweight cylinders;
(b) if so, the details thereof along with steps taken by the Government to stop the pilferage of LPG;
(c) whether the Government has noticed cases of insistence of purchase of gas stoves from the agencies, charging for documentation, insisting for gas stove receipts from the applicant and if so, the details thereof along with user friendly steps taken for non-subsidised applicants in the country, State/UT/Oil Marketing Companies (OMCs)-wise;
(d) whether the OMCs plans to launch online payment for LPG cylinder and LPG "smart cards" that could be used for booking/ refilling a cylinder through mylpg. in;
(e) if so, the details thereof along with salient feature of the said scheme and the time by which the said scheme is likely to be implemented in the country including rural areas, State/UT-wise; and
(f) the number of customers can be benefited from the said scheme?

## Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) & (b) Yes, Madam. Public Sector Oil Marketing Companies(OMCs) have reported that Tamper Evident Seals are presently implemented in Delhi, market.
Tamper Evident Seals are prone to tearing in case of attempted forced removal of seal for pilferage. These seals have a special formulation, manufacturing process and design so as to prevent their re-use. This seal cannot be removed without damaging it, thereby making it impossible to reuse the seal. These seals come with a multi security hologram as an anti counterfeiting measure to curb manufacture of duplicate seals. Instructions for customer to detect tampered seals are printed on the seal itself.
Further, OMCs have reported that instructions have been given to the distributors to ensure that Pre Delivery Inspection (PDI) is carried out when the
deliveries are made to the customers, which consist of checking for intact seal, correct weight, valve leak, body leak and bung leak of the cylinder at the premises of the customer before the delivery is made.
OMCs also conduct surprise inspections at distributors premises, refill audits, random checks at customers premises, en-route checking of delivery vehicles etc. If LPG distributors are found guilty of any malpractice, punitive action is taken in accordance with the provisions of the Marketing Discipline Guidelines (MDG)/Distributorships Agreement.
(c) OMCs have reported that LPG distributors are under instruction not to insist on purchase of hot plates force fully and displays are also put up in their show rooms to this effect. However, some cases of insistence of purchase of gas stoves/accessories to waitlisted or newly enrolled customers by LPG distributors have been established. State/UT-wise and OMCs-wise details are at Annexure.
In all established cases, action against erring distributors as per the provision of Marketing Discipline guidelines (MDG) is taken by OMCs.
In case of application for non-subsidised LPG connection, customers are enrolled after Know Your Customer (KYC) and de-duplication process as in the case of subsidized applicants. But it is not mandatory for the applicants to submit Bank details or Aadhaar information. Further the first refill delivery can be done immediately after preparation of Subscription Voucher(SV) without waiting for customer to become Cash Transfer Compliant (CTC).
(d) & (e) OMCs have reported that online facility of refill booking with online payments is in operation. However, Smart card based Delivery system has been implemented by Hindustan Petroleum Corporation Ltd. in Pune City only.
Salient features of online refill booking facility with online payments are as under:
(i) Customer has to first register in www.mylpg.in or website of the concerned OMCs.
(ii) Payment options are available via net banking, credit or debit cards.
(iii) Cash handling will be minimised.
(iv) For the net banking customers, additional Rs. 8/- transaction charges are payable.
(v) Customers can book the LPG cylinder and pay online on 24 * 7 basis.
(f) OMCs have reported that total 11829 LPG distributors are availing the facility of online booking as well as payment facilities and the customers listed with these LPG distributors can benefit from this scheme.